

Notes from PA Monthly Call February 8, 2006

General Comments:

- Monthly PA calls will be held the 2nd Wednesday of every Month at 10am. Call in information will be emailed out approximately 2 weeks prior to the call. I had originally put in the Bulletin the 1st Wed by mistake. This call is open to all PA's both PCard and Travel.
- SAM Refresher training via Webex. Will be held every 3rd Wednesday of each month at 10am. Login and call in information will be emailed out approximately 2 weeks prior to each call. This is open for PA's and any fiscal staff who have access to reporting/queries.
- Reminder that anytime you email DOA in regards to an issue/question/etc on a charge card to include the cardholders name and last 6 digits of the card number.
- Reminder in any emails to GE to only include the last 6 digits of the account number. They do not need the entire account number.
- Any changes in PA's or in any staff that have access to SAM for reporting only, must be communicated to DOA immediately so we can delete access. Changes in PA's must be done via the GE PA form on the DOA Charge Card Administration web page under forms. Changes in SAM access to delete users must be emailed to cca@doa.virginia.gov
- All Turbo files are to be sent to cca@doa.virginia.gov to ensure they are processed timely. Also, the cutoff is 2pm each day.
- Online card applications will be released later this year and there will be training associated with it. Stay tuned to the Bulletins.
- Future PA calls will have more lines available for callers.

Open discussion:

Q: VCU – Will the on-line applications be available at the end of the fiscal year or calendar year.

A: Calendar year

Q: DEQ – What are the procedures for obtaining the SWAM report.

A: Due to the recent changes made to the COV hierarchy, the SWAM report is being restructured and retested. Until it is ready, Nancy will continue sending out the data via Excel files. Once the report is available for the agencies to pull from

SAM, we will provide step-by-step instructions of the report name, where it is located in SAM and screen shots.

Q: DFP – When will the industry restrictions be available on SAM reports of cardholders.

A: At this point in time there are no plans to contain this information in SAM. However, agencies will be receiving a report quarterly from DOA showing this information. This will begin with the quarter ending March 31st and the email will be sent to the PA and backup PA on file with DOA.

Q: PVCC – Are there procedures documenting how to change limits and cancel cards in NetService.

A: As a PA, this is performed by accessing SAM and linking to NetService. You can refer to the EZ Guide on the CD handed out at the Statewide training last year which will assist you in this function. If you still require additional assistance, contact CCA@doa.virginia.gov.

Q: ? – Will there be additional training other than WebEx provided in the future.

A: It is estimated that additional on-site training will be available around October 2nd – 6th. Please look for a communication in the Bulletin for dates and times.

Additional notation – Just a reminder to cardholders to never give cardholder account information to anyone who calls claiming they need this information. If cardholders receive such a call for their GE MasterCard, recommend that they hang up and contact the CRR number at 1-866-843-1368.